"Service...Professionalism...Safety"

Michael O. Leavitt
Governor

Robert L. Flowers
Commissioner

Earl R. Morris
Deputy Commissioner

Verdi R. White II
Deputy Commissioner

CONTACT

NEWSLETTER OF THE UTAH DEPARTMENT OF PUBLIC SAFETY

From the Commissioner

As you may or may not know, I have asked the supervisors of this department to learn more about leadership by reading about history's great leaders. But great leaders are not just supervisors. Anyone can be a good leader.

Great leaders have passion for their jobs and compassion for the people they work with and serve. They accomplish tasks without complaint and help others around them to accomplish their tasks. They recognize when someone on the team needs a little encouragement and go out of their way to make everyone feel important and needed.

Great leaders share camaraderie with their troops. I am reminded of one of America's greatest presidents, Abraham Lincoln. With war waging in this country, Lincoln didn't sit at the White House, removed from the front lines. He visited the War Department daily and wasn't afraid to go out among the troops. He visited the wounded and attended funerals. He frequently dropped in on cabinet officials at their offices for informal discussions. He was approachable and amiable. While we can't all be president, we can follow his example.

Great leaders show determination and optimism. Our agency deals with troubling issues and it is easy to become cynical and pessimistic about people and life. Leaders confront the issues, knowing they can make a difference. It is impossible to calculate the lives the people of this agency have saved. Whether it is showing a parent the correct way to install a child safety seat, stopping a careless driver, removing a criminal from the streets, teaching someone how to survive a disaster, we all make a difference. Go about your tasks with determination and optimism.

The best leaders never stop learning. They look for opportunities to learn new skills, making them an indispensable part of the team. They are also not afraid of change and innovation. In today's world, new technologies are constantly improving processes. Our department has been implementing many of these technologies. But that means learning new things and changing the way we do business. Take advantage of all opportunities to learn.

In closing, I would like to thank one of our department's great leaders for his service, Deputy Commissioner Earl Morris, or "Torch" to most of us. I for one greatly appreciate his commitment to making this department a better place to work and his friendship. I know we all wish him well in his new endeavor.

Robert L. Flowers
Commissioner

The Utah Department of Public Safety

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CHECK OUT OUR WEBSITE :
WWW.PUBLICSAFETY.UTAH.
GOV

DES

Introducing: The Utah Division of Emergency Services and Homeland Security

CEM is no longer the name to remember. We are now the Utah Department of Public Safety Division of Emergency Services and Homeland Security (DES).

"In addition to the traditional emergency management tasks, the division also has response and investigation responsibilities," said Department of Public Safety Commissioner Bob Flowers. "This new name more accurately reflects the division's current mission."

The mission of the division is to plan for, respond to, recover from and mitigate natural and man-made emergencies and disasters and to prevent, secure, and protect the citizens of Utah from man-made threats against life, liberty, property and the environment.

The division has responsibilities in the following areas:

· Homeland Security – works with local, state and federal partners to deal with statewide security threats and intelligence information

· Hazardous Materials – assists first responders statewide with training and response to hazardous material incidents

· Operations – operates the state emergency operations center and communications center

· Liaison Officers – works with local emergency managers to assist with planning, training, exercising and response

· Natural Hazards – prepares for natural disasters and mitigates against disaster damage

· Technological Hazards – operates the Chemical Stockpile Emergency Preparedness Program in Utah

· Center for Domestic Preparedness – central coordinating office for domestic preparedness and implementation of weapons of mass destruction

(WMD) programs in the state

· Training and Exercise – conducts training courses in emergency management and professional development and community workshops on emergency preparedness

· Excess/Surplus Property Distribution – assists public safety agencies in obtaining federal excess property

"The level of services provided by the division will continue to expand," said Scott Behunin, division director. "We are committed to the safety of the people and environment of Utah." The State Legislature passed the name change during the 2002 General Session.

Submitted by DES news staff

Forensic Services

The Forensic Services Bureau has completed several major upgrades and improvements, which will enhance its service level.

In the Fingerprint and Impressions section the Automated Fingerprint Information System (AFIS) has been installed and is operational. This system provides a direct link to the Western Information Network (WIN) Fingerprint Database. This allows Criminalists to conduct searches and comparisons of latent fingerprints to the database and identify offenders. On the first day of operation a cold hit identified a suspect. Fingerprint specialists from BCI can now enter known offenders into the database in a couple of hours instead of several days.

The Northern Utah Lab at 819 West 2nd Street in the Ogden Business Depot has completed an extensive remodel of the facility. They now have a firing range and improved chemistry and firearms examination areas. The have also acquired an Integrated Ballistic Identification System (IBIS) which is networked to the Alcohol, Tobacco and Firearms (ATF) National Integrated Ballistic Information System (NIBIN). This system is used for comparing casings found at scenes and from test-fired weapons.

The Utah Legislature passed House Bill 154, which allows for the collection and entry into the Combined DNA Index System (CODIS) the DNA profiles of all convicted felons and juveniles convicted of felony offenses. This law will serve to increase the offender database, which will have the anticipated benefit of more frequent identification of offenders through DNA. Law enforcement can submit DNA evidence from cases with unknown suspects and have a much greater chance of identifying a suspect by their DNA as more offenders are placed into the CODIS database. Over the next few years the database will increase substantially and many more cases will be solved.

Submitted by Larry Marx

Integrated Ballistic Identification System - Northern Crime Lab

June 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16 Fathers Day	17	18	19	20 Promotional	21	22
23	24	25	26	27	28 IPSI class	29
30						

July 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 Independence Day	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 Pioneer Day	25	26	27
28	29	30	31			

August 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Schedule of events:

June 20-DPS Promotional 1:00pm @ POST Gym

June 20-POST Graduation

June 28-IPSI Business writing class @ UHP HQ Training room

Highway Safety

"Buckled or Busted"

The Utah Highway Safety Office's Buckled or Busted Campaign began in 2000 with the goal of increasing safety belt use in Utah to the national goal of 90% by 2005. The campaign conducts three high-visibility safety restraint enforcement mobilizations each year. It also plans an extensive public information campaign using billboards, bus boards and radio public service announcements to let citizens know that officers throughout Utah will be enforcing the state's Safety Restraint Law.

This years first enforcement mobilization effort took place May 20 - June 2, and was held in conjunction with the national campaign, "Operation ABC Mobilization: America Buckles Up Children." During the two weeks, more than 80 local law enforcement agencies, along with the Utah Highway Patrol, saturated the local roads and highways enforcing the Safety Restraint Law. During that time, officers worked more than 7,200 overtime hours in an effort to get people to buckle up.

To help kick off the "Buckled or Busted" campaign, a media event was held May 20, at Taylorsville Park. The day began with a press conference followed by a two-hour period of saturation patrols where more than 100 officers enforced the Safety Restraint Law in the surrounding communities. A car seat checkpoint was also held at the same location and enabled officers to refer violators to the event to have their car seat inspected and be educated on how to properly install their child's seat.

The "Buckled or Busted" campaign is entering its third-year of a four-year federally funded grant through the National Highway Traffic Safety Administration (NHTSA) . Since the beginning of the campaign, Utah's safety belt use rate has increased by 10.4%, to the current use rate of 77.8%. It is anticipated that there will be another 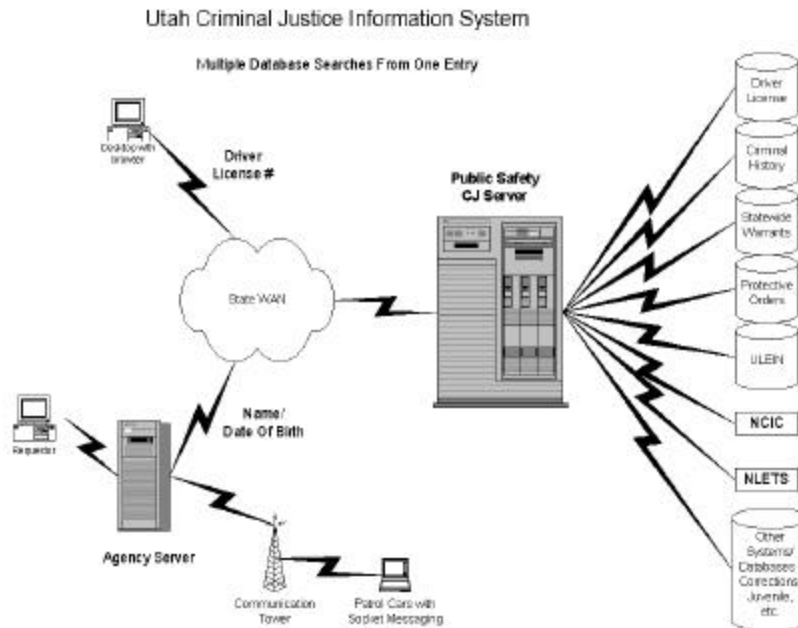increase in safety belt use following this two-week enforcement effort. The Utah Highway Safety Office will be conducting a statewide observational survey in June with the results being available by July 15 (special thanks to many troopers with the Utah Highway Patrol who help conduct this valuable survey).

Future efforts in 2002 include a one week enforcement mobilization during Labor Day and Thanksgiving. Also, look for the campaign's new bus boards featuring a Utah Highway Patrol trooper. Remember, drive safe this summer, and **BUCKLE UP EVERYTIME!**

Submitted by Kristy Rigby

Management Information Systems

The technology sub-committee of the Commission on Criminal and Juvenile Justice (CCJJ) received an award from Governor Leavitt on May 1. The team has developed an excellent integrated system to supply criminal justice information to law enforcement. The system allows a law enforcement officer to simply enter a driver license number and from just that one entry, get all of the information about that individual from a variety of systems. The systems include driver license, state-wide wants and warrants, protective orders, Utah criminal history, the FBI wanted database, uninsured motorist information, and criminal history on a national basis. This is all done with no transaction costs to local law enforcement. The project was funded primarily from federal grants.

The technical staff from the Department of Public Safety played a very key role in the development of the integrated system. Roland Squire (the MIS Director) and Mike Sadler (the project leader) were specifically recognized in the awards ceremony.

Submitted by Roland Squire

Utah Criminal Justice Information System
Multiple Database Searches From One Entry

Driver License #

Public Safety CJ Server

State WAN

Name/ Date Of Birth

Agency Server

Communication Tower

Patrol Cars with Socket Messaging

Driver License

Criminal History

Statewide Warrants

Protective Orders

ULEIN

NCIC

NLETS

Other Systems/ Databases Corrections, Juvenile, etc.

Police Officer Standards and Training

POST Using Driving Simulators for Training

Last July, POST started the process to purchase two driving simulators. They were purchased from GEISIM and picked up after the Olympics.

POST also purchased a truck and a 45 foot self-contained trailer to house the two simulators. It has it's own generator system that provides the electricity needed for the processors.

With two simulators in the trailer, POST can train up to six students at a time. The simulators can also be linked together allowing two officers to be in pursuit of the bandit at the same time - (a primary car, with a secondary car in pursuit scenarios.)

Since the Olympics, POST has used the EVO simulators to help train the POST Basic Training Session #235. The simulators help the students in multi-tasking, decision and judgment making. It provides some basic skills like hand positions, steering techniques, use of the radio and siren. The students also have the opportunity to experience how ABS brakes work through sound and feel.

By providing scenario-based training, the students receive experience and a better understanding of pursuits and emergency responses in a safe environment - thus cutting down on accidents.

The technology has also been incorporated into the lecture portion of POST's EVO Program, which affords more hands-on-training within the classroom setting.

POST (co-sponsored by UR-MMA and UAC) is making this technology available to all Utah law enforcement officers through POST's In-Service Training. EVO Simulator training will be conducted from 9:00 a.m. to 4:00 p.m. in each of the following locations:

1. May 20 — Brigham City
2. June 06 — Ogden
3. June 10 — Heber City
4. June 19 — Vernal
5. July 02 — Riverdale
6. August 06 — Cedar City
7. August 14 — Millard County
8. September 10 — Springville
9. September 26 — Kanab
10. October 08 — Richfield
11. October 16 — Wayne County

For registration information, contact *Joanne Glantz* at URMMA (801) 225-6692.

Fire Marshal's Office

For children ages 14 and under, the number one health risk isn't drugs or disease: it's unintentional injuries. Each year in the United States, unintentional injuries kill more than 7,000 kids and permanently disable more than 12,000. Traffic injuries, drowning, fires, scald burns, choking, poisonings, and falls are not random "accidents," they are predictable and preventable.

➢ More than 120,000 children are permanently disabled by unintentional injuries.

➢ One out of every four children (approximately 14 million) is injured seriously enough to require medical attention.

➢ For every child who dies from an unintentional injury, 45 others are hospitalized, 1,200 are treated in emergency rooms, and nearly 1,600 visit a doctor's office.

Consider the following facts about the most common childhood injuries in the US:

Motor Vehicle Injuries

Each year, almost 2,000 children ages 14 and under die from motor vehicle-related crashes and more than 325,000 are injured. Motor vehicle crashes are the leading cause of unintentional injury-related death for children ages 5 to 14. For this reason, children ages 12 and under should ride, properly restrained, in the back seat of the vehicle. Follow manufacturer's instructions for the proper installation of child restraint systems. Family members should act as positive role models and use safety belts at all times.

Fire and Burns

Fire kills nearly 1,000 children ages 14 and under and almost 80,000 are injured by residential fire burns, scalds, chemical burns, and contact burns each year. Fire and burns are the leading cause of unintentional injury-related death for children ages 1 to 14. Smoke detectors/alarms should be installed on every level of the home and in or near each sleeping area. Test your smoke detector/alarms every month. Practice Exit Drills in The Home (EDITH) each month.

Choking, Suffocation and Strangulation

In 1993, 360 children ages 14 and under died as a result of mechanical suffocation at home. Two-thirds of the children who die do so as a result of suffocation that has a mechanical cause, such as small objects or strangulation by ropes or cords.

Poisoning

Each year, nearly 100 children die from poisoning. Common causes of poisoning include medications, carbon monoxide, and plants. Post the Poison Control number near all phones.

Falls

Unintentional falls are the leading cause of non-fatal injuries resulting in emergency room visits for all ages. Each year, approximately 130 children ages 14 and under die from falls and more than 3 million are treated in emergency rooms.

Firearms Injuries

Nearly 220 children ages 14 and under die from unintentional firearm injuries each year. Another 3,600 children are hospitalized and 15,000 receive medical treatment. If there is a gun in the home it should be unloaded and locked away from the sight and reach of children. Bullets should always be stored in a separate, locked place.

Bike and Pedestrian Injuries

Bicycles are associated with more childhood injuries than any other consumer product except automobiles. Each year approximately 300 children ages 14 and under are killed in bicycle-related incidents and 400.000 more are injured. Head injuries are the most common cause of death among bicyclists. A helmet needs to be worn correctly. It should sit on top of your head in a level position and should not rock forward and back or from side to side. Wear a helmet every time you ride.

Water Injuries

Drowning is the second leading cause of death from unintentional injuries for people ages 5-24. Approximately 5,000 people drown each year. Wear a personal flotation device (PFD) when in a boat. Learn and practice the water safety rules.

Risk Watch has become the catalyst for a renewed partnership between Utah Safe Kid coalition, Bureau of Emergency Medical Services, Utah Safety Council, Highway Safety and the National Fire Protection Association. We are promoting the availability and benefits of Risk Watch to all pre-K through 8th grades classes in Utah. For more information, please contact the Utah Fire Marshal's office.

Contributed By
Gary Wise

Dignitary Protection

Captain Alan Workman with Governor Leavitt

The Games were not only a great success for the citizens of Utah but also for the members of the Utah Department of Public Safety. Those who were assigned to the Olympic Dignitary Protection Team played a critical role in that success.

During the 2002 Winter Olympics the Dignitary Protection Team provided security for 30 dignitaries. These assignments included many hours of preparation and then twice as many hours actually working the dignitary.

The members of the Dignitary Protection Team were equal to the task. Our chain of command throughout the department supported us in every way. We would not have enjoyed the success we experienced if not for the support we received from those that were not only attached to the Command Center, but also those assigned to UOPSC during the Games. Their support included everything from logistics to command and control issues.

It is clear to all who were involved that this assignment was a team effort from top to bottom. We believe without a doubt that those individuals, even though they worked extremely hard for three weeks, enjoyed their Olympic experience.

Submitted by Sergeant John Mitchell and Captain Alan Workman

Executive Protection with President of the United States

Administration

The Human Resource office of the Administrative Service Division is beginning a pilot study of a new computer based performance evaluation process. To many, a performance evaluation is like a root canal: managers do not like to perform them and employees do not care for them either. In any organization, most employees are hard working and dedicated. This is especially true in the Department of Public Safety. Conducting performance appraisals however, is something that has long been required by DHRM rule and the legislature. What has not been available until now is a performance appraisal system that is fair and objective–one that is based on clearly defined standards and job values.

Good employees often leave their jobs because they have not been made aware of their weaknesses and given a chance to improve. Many have never received praise from their supervisor. Frequently, supervisors express their satisfaction for their employees performance to others but fail to tell the employees they are doing a good job. To lose an employee because the supervisor did not take time to communicate is poor management.

Performance appraisals can be a method to track how well employees do their assigned jobs. It can provide the information needed to predict future performance and identify employees' abilities to handle positions of greater responsibilities. Strengths and limitations are identified. Specific areas that need improvement should also be addressed.

Under the direction of HR Specialist Rick Hughes, the new appraisal process will be piloted during the upcoming fiscal year in two Driver License Division offices, Communications Bureau offices and about four or five Highway Patrol sections. Employees in the pilot areas will be actively involved in selecting and defining standards and setting job values. If the pilot program is successful, the performance appraisal process will be implemented department wide.

Submitted by Lin Miller

Public Information

The Department of Public Safety has had public information officers for years. Now more than ever, they are functioning as a team. Who is this team and what do they do?

Sgt. Doug McCleve is the department public information officer and team leader. He oversees the team and works directly with the administration and sworn areas of the department.

Tammy Palmer works with Highway Safety Office, Drivers License Division and Criminal Investigations and Technical Services. She was the PIO for the Utah Olympic Public Safety Command and worked with members of the media from all over the world.

Paula Ernstrom, Division of Emergency Services and Homeland Security (DES), deals with the Chemical Stockpile Emergency Preparedness Program and Emergency Services. She also worked for UOPSC and coordinated its Joint Information Center.

Chris Kramer also works at DES dealing with Homeland Security issues. He is also the DPS product manager which includes electronic delivery of services and the website.

Byron Spratt has been with the department for over a year. He assists the PIO team with various duties including newsletters, graphic design and special projects.

Previously, Sgt. McCleve would carry a pager so that members of the media and others could reach him 24-hours a day. Now team members share that responsibility on weekends and sometimes during the week.

"You can never be too sure who will answer the pager, but rest assured someone will get back to you within minutes," said Sgt. McCleve. "With the team approach, we can serve the department and our customers even better."

How you can help:

★ Provide accurate and timely information to the Public Relations Team any time you are involved in anything newsworthy

★ Offer suggestions and ideas for DPS newsletter, website, media stories, and outreach campaigns

★ Demonstrate professional service every time you interact with a member of the public.

> **DPS PIO**
> **24-HOUR PAGER**
> **(801) 241-0152**

BCI & Criminal Investigations

AUTOMATED FINGERPRINT SYSTEM

On November 6 the Utah Criminal History System was interfaced with the Western Identification Network(WIN)/ Automated Fingerprint Identification System (AFIS21) fingerprint system. After months of delays and testing the system, the switch was thrown and we are off and running. Criminal transactions are now being processed using the Computerized Criminal History (CCH)/AFIS interface and things are going relatively smooth.

Once the interface was in place the largest hurdle was re-thinking the way we have always done business. The cross-reference for other WIN states' records is working very well. We are still finding quite a few consolidations on the technical searches and this helps us 'clean' up both the AFIS database and Utah's criminal history database.

On January 26 the Utah WIN/AFIS system was directly interfaced with the FBI's IAFIS fingerprint system. Instead of mailing in 'hard' criminal fingerprint cards to the FBI and waiting weeks for a response, we now transmit the fingerprints, personal descriptors and arrest information electronically providing a response in less than two hours. As of May 1 only criminal transactions are sent to the IAFIS system electronically. The applicant transactions are being tested and we anticipate complete IAFIS interface with the FBI within the next few months.

Overall, the implementation has been good. Our procedures have been somewhat streamlined and we anticipate bringing the LiveScan fingerprint devices (located throughout the state) on-line for direct entry into AFIS very soon. This will eliminate the need to scan each fingerprint card and allow us to lower our turnaround time for processing both criminal and applicant ten-print cards.

*WIN States – Alaska, Idaho, Montana, Nevada, Oregon, Utah and Wyoming

Submitted by Kimberly Giles

7   AFIS Interface

Driver License

The Driver License Division is forging into the future with a new look, new focus and strong leadership. This has resulted in increased public safety, more accurate and thorough identification and licensing services with increased employee and customer satisfaction.

To increase public safety, the division has instituted many changes and new programs as a result of internal and external input.

· Revision of the Medical Guidelines has been finished with the assistance of the Medical Advisory Board, allowing the division to better evaluate a persons ability to safely operate a motor vehicle in an increasingly challenging driving environment.

· Written and road tests are being reevaluated for content and consistency.

· Spanish translation of the Utah Driver Handbook has been finished, with a printed and online version available in the near future.

· Work is underway with the Justice Courts to allow the direct electronic transfer of conviction information.

To increase accuracy of licensing and identification services, the division has implemented new procedures and provided law enforcement and courts with many new tools.

· Digitized driver license and ID cards that are difficult to counterfeit and card security features both overt and covert.

· Format changes for driver license and ID cards, making each type easily

Multi-functional DPS Cedar City office

State Bureau of Investigation

Investigative Support Center

The Investigative Support Center (ISC) is a new entity acting under the auspices of the Department of Public Safety, the Drug Enforcement Administration and the Rocky Mountain High Intensity Drug Trafficking Area. The ISC provides a full scope of investigative resources for drug-nexus cases within the State of Utah.

Under the direction of Lieutenant Gil Garcia (State Bureau of Investigation), the ISC is evolving and supporting narcotics officers across the state by providing relevant drug-intelligence with dissemination to local, state and federal law enforcement. In the last month, the ISC performed over 3,000 database queries for ongoing cases.

Since its creation in October 2001, the ISC has been co-located with the DEA Metropolitan Narcotics Task Force in downtown Salt Lake City. The ISC is comprised of six analysts, four assigned from DPS, one appointed from DEA, and one from Murray City Police Department. The analysts commonly provide case preparation, suspect profiles and research, and telephone toll analysis for investigations that have a drug-nexus.

The ISC is continually adding to the existing seventeen databases, giving the analysts the ability to gather pertinent information from numerous sources in Utah and other parts of the country. The information obtained from these databases aids the analysts when developing backgrounds and personal or business associations of suspects. The ISC staff also analyzes case reports and prepares investigative files based on suspect individuals, organizations, and businesses. These files can also be portrayed using link and flow charts to show relationships and timelines for investigative purposes, as well as visual aids for prosecution.

Training in the most recent investigative techniques is ongoing for staff at the ISC, and thus far, three ISC analysts have completed the Federal Law Enforcement Analyst Training course at Quantico, Virginia. ISC staff are also in the process of giving presentations to local law enforcement agencies to make known the various services accessible to their officers.

A 24-hour pager number (801) 241-0400 is now available to facilitate officers and agents with vital after-hours assistance. Law enforcement agencies handling narcotics investigations are encouraged to contact the ISC for case support.

MISSION: The Investigative Support Center (ISC) provides accurate, detailed, and timely tactical, investigative and strategic drug intelligence to law enforcement agencies, enabling a more effective and efficient utilization of drug investigative resources. The ISC serves as a hub for the sharing of drug intelligence among federal, state, and local law enforcement.

Submitted by Lance Davenport

**ISC
24-Hour Pager
(801) 241-0400**

Aero Bureau

It has been an exciting time here in the Aero Bureau. The new helicopters have really increased the amount of support that we provide both to DPS and other law enforcement agencies around the state. We have seen almost a 30% increase in the amount of flying hours over past years.

The Olympics were a challenge for us. We had one helicopter stationed in Heber and the other at Salt Lake with the Cessna Skylane providing around the clock support for the Utah Olympic Safety Command. Missions flown during the Olympics included: FLIR/Night Sun support to ground officers, VIP transport, surveillance, traffic reporting, overflight and protection of sensitive sites, perimeter sweeps of venues and search and rescue. SBI, UHP and Crime Lab provided observers for us and they did a great job as crew members operating the FLIRs, radios and other equipment. We would like to thank our observers, Major Rich Townsend, Lieutenant Gil Garcia, Sargent David Excell, Agents Stan Olsen, Steve Helm, Kim Kavanagh, Troy Denney, Clark Lund and Trooper Doran Denney for their outstanding support.

We have had some great opportunities to assist with our aircraft. In December, SBI Agent Stan Olsen, while operating the FLIR found two hiding felons. They had wrestled a weapon away from a Salt Lake County Deputy and fled out into a field several square miles in size. They thought they were safe hiding in the darkness. Olsen was able to pick up their body heat against the snow and guide ground officers to make the arrest.

Agent Olsen was also instrumental in the search and rescue of two men who had crashed an airplane in the middle of the night near Strawberry Reservoir. Both men were injured and were suffering in the extreme cold. After an hour and a half search they were discovered using the FLIR and night vision goggles. The DPS helicopter then landed and the crew rendered assistance until Air Med arrived.

In January, Tooele County Sheriff's Office called for assistance after a day long ground search for a 66-year old man who was reported missing on his four wheeler in the West Desert. The helicopter was able to go out that night in marginal weather and using the night vision goggles, locate him after a twenty-minute search. Upon landing, observer Agent Clark Lund waded through deep snow to the man and found him disoriented and beginning to suffer from hypothermia. He immediately got him into the helicopter so he could be flown back for medical treatment.

Pilot Terry Mercer responded to Garfield County to assist the Sheriff's Office in the search for three missing hikers. Terry located them in a deep brushy canyon. He then extracted two of the hikers with his helicopter and guided the Life Flight helicopter so they could hoist out the third who was critically injured from a fall.

Terry also assisted the Washington County Sheriff in the rescue of a teenage hiker who had fallen into an extinct volcano. Terry flew in, extracted him and got him quickly to medical help. This saved a four-hour hike that the ground rescuers would have had to make if they had to carry him out.

Salt Lake PD asked for assistance in locating a possible suicide in Cedar Valley. The individual in question had been missing for more than a week. After a two-hour air search, Terry spotted the individual's pickup and found the victim inside.

Steve Biggs supported Juab County Sheriff at the Easter Weekend Sand Dunes event. This is the second year he has taken the Cessna and provided the sheriff an excellent platform for surveying his county while it is being invaded by thousands of off-roaders. Whether its an extradition, transport of DPS personnel or support for law enforcement on the ground, Steve does an outstanding job.

Submitted by Captain Steve Rugg

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driver license cont.

recognizable.
· Important by-product of the new digitized system is that division employees statewide now have email.
· Bar codes allows officers to use a reader to quickly authenticate the license, allowing the expedient transfer of relevant information to a citation or accident report in the future.

To increase customer satisfaction, the division is streamlining customer flow through its offices while offering alternative renewal and duplicate driver license solutions.

• Remodeling field offices to improve customer flow.
• Moving Cedar City office into the multi-functional DPS building.
• Implementing road test appointments reduces waiting time from several hours to only 30 minutes
• Actively seeking to hire Spanish-speaking appli-

cants to better serve this large segment of the state.

Submitted by Mark Panos
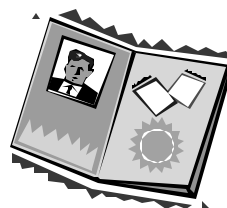
Highway Patrol

The Utah Highway Patrol unveiled ten new motorcycles assigned to Section 4 (Salt Lake County) Troopers. The new motors and riders were highlighted during the kick-off ceremonies for our Aggressive Driver Campaign on May 22. Throughout the next several months, troopers will work many overtime shifts using motors, unmarked cars, and the department airplane to enforce Utah's laws prohibiting aggressive driving. The goal is to reduce motor vehicle crashes.

Thanks to all of those, especially the Commissioners, for making this happen. Without the Commissioners' help, we would never have been able to purchase the new motors nor would we have been able to provide the overtime. However, Lt. Neil Porter and his people put the whole project together. Great work!

During the first week in May, a press conference was held in an effort to gain drivers compliance with a new law that went into effect on May 6. This new law requires drivers to: (1) reduce speed, and (2) change lanes, when practical, when they come upon an authorized emergency vehicle stopped on the side of the road with it's lights flashing. The purpose of this law is to keep officers around the state from being hit from behind while they are doing their jobs.

Representative Paul Ray, Davis County, who sponsored the bill, was present at the press conference along with representatives from the Utah Sheriffs Association and the Utah Chiefs of Police Association. Let's hope we can keep others from being hurt or killed in the future.

Submitted by Colonel Scott Duncan

UHP Colonel Duncan at press conference in front of Capitol

Mary Kaye Lucas, supervisor at the Salt Lake Communications Center, is actively involved in conducting 9-1-1 educational awareness programs for children. Mary Kaye has spearheaded the program in local area elementary schools with great results. Part of her presentation is an adventure video with a mascot known as Red E. Fox. She has more offers to present the program than can be accommodated. Mary Kaye has gone out of her way to work with local area businesses for donations to the program. The program has become so large that dispatchers from the Salt Lake Communications Center accompany Mary Kaye to help her with the presentation. Her efforts along with her co-workers have been truly successful.

A recent letter from a Jordan School District elementary school teacher, Marleen Hirschi: "As classroom teachers, we have so much information that we are required to pack into our teaching each year and a lot of the 'fun' things have had to be done away with. This presentation was so well done and so beneficial that I feel it is well worth the time it takes. I would like to have this presentation given every year to each new class that I have."

The mission for "9-1-1 for Kids" is to teach children how to save lives and property through the proper use of 9-1-1.

Communications

9-1-1 mascot Red E. Fox

Communications supervisor
Mary Kaye Lucas

Submitted by Penny Turner